

PART I	DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	17.550
	STATE OF HAWAII	17.551
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Class Specifications  
for the Classes:

SELF-SUFFICIENCY & SUPPORT SERVICES MANAGER  
(SELF-SUFF/SUPP SVCS MGR)  
SELF-SUFFICIENCY & SUPPORT SERVICES ASSISTANT ADMINISTRATOR  
(SELF-SUFF/SUPP SVCS ASST ADMR)  
SELF-SUFFICIENCY & SUPPORT SERVICES ADMINISTRATOR  
(SELF-SUFF/SUPP SVCS ADMR)

SELF-SUFFICIENCY & SUPPORT SERVICES MANAGER 17.550  
(SELF-SUFF/SUPP SVCS MGR)

**Class Distinguishers:**

Managerial Responsibility: Manages the Self-Sufficiency and Support Services activities of an extensively organized branch through two (2) or more levels of subordinate supervisors.

Complexity: This class reflects responsibility for planning, organizing, directing, managing and coordinating the activities of an extensively organized branch and for the implementation of policies and procedures which govern the Self-Sufficiency and Support Services programs.

Full Performance Knowledges and Abilities: (*Knowledges and abilities required for full performance in this class.*)

Knowledge of: The mission, organizational structure, services, activities and operations of the public assistance employment and training and supportive services programs and their relationship to other programs in the agency; applicable State and federal regulations, laws and program policies and procedures; effective work organization and staff utilization; community resources and the services they provide; social/emotional aspects of human behavior; principles and practices of supervision and management; and budget development.

Ability to: Manage the public assistance employment and training and support services operation and activities of an extensively organized branch; prepare budget estimates and recommendations; deal effectively

with subordinates, superiors, representatives of  
community groups and

organizations, and members of the general public; develop and implement guidelines, policies and procedures; and write clearly and concisely, and speak effectively before groups.

**Examples of Duties:** *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Plans, organizes, manages, directs and coordinates the activities of an extensively organized branch.
2. Develops and issues branch policies and procedures to supplement statewide program policies and procedures in order to meet the unique needs of the branch organization as well as the community it serves.
3. Prepares and issues directives to staff.
4. Prepares and issues informational memos to keep staff fully informed of community, department, division and branch developments and resources as these affect operations.
5. Assesses the impact of newly proposed programs and policies and procedures on branch operations, submitting comments, suggestions and recommendations to the division administrator.
6. Establishes regular and systematic report reviews to ensure compliance with policies, rules and regulations of branch programs.
7. Studies and evaluates operations to identify training needs of the branch staff.
8. Conducts periodic random reviews of branch operations.
9. Prepares reports of work activities.
10. Evaluates job performance of subordinates and conducts supervisory conferences on a regular basis.
11. Promotes the services of the agency through

presentations to representatives of community groups and organizations and the general public.

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12. Initiates and executes formal interagency agreements for cooperative work, delineation of responsibilities and clarification of roles with respect to mutual clients.
13. Serves as resource to other branch chiefs and their staff.
14. Receives complaints from individuals and agencies and takes appropriate action within the branch.

SELF-SUFFICIENCY & SUPPORT SERVICES 17.551  
ASSISTANT ADMINISTRATOR  
(SELF-SUFF/SUPP SVCS ASST ADMR)

**Class Distinguishers:**

Managerial Responsibility: As a full assistant to the Self-Sufficiency & Support Services Administrator, the sole position in this class assists in administering the statewide Self-Sufficiency and Support Services programs and conducts various management functions and special projects.

Complexity: This class reflects responsibility for serving as a full assistant to the Self-Sufficiency & Support Services Administrator; coordinates and directs divisional program planning, budgeting, reporting and other management functions; and serves as acting administrator in the absence of the administrator.

Full Performance Knowledges and Abilities: (*Knowledges and abilities required for full performance in this class.*) In addition to the knowledges and abilities required for the class Self-Sufficiency & Support Services Manager:

Knowledge of: The philosophical bases for the division's programs and their interrelationship with other public and private health and human welfare programs; and budget and legislative processes.

Ability to: Plan, direct, and coordinate the work and activities of others to meet program goals and objectives; furnish advisory services on operational

matters; and understand technical material relating to social welfare and health.

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**Examples of Duties:** *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Serves as the assistant administrator of the division.
2. Assists the division chief in planning, organizing, directing and coordinating statewide public assistance employment, and training and supportive services.
3. Coordinates and directs the preparation and submittal of the division's testimonies for budget hearings.
4. Prepares testimonies on legislative bills and resolutions.
5. Monitors programs from an overall division standpoint and develops ways and means to correct deficiencies.
6. Conducts, supervises or coordinates special projects.
7. Prepares reports, correspondence and other materials.

SELF-SUFFICIENCY & SUPPORT SERVICES ADMINISTRATOR 17.552  
(SELF-SUFF/SUPP SVCS ADMR)

**Class Distinguishers:**

Managerial Responsibility: The sole position in this class administers the statewide Self-Sufficiency and Support Services programs through a full assistant, program development staff, and subordinate levels of managers and

supervisors.

Complexity: This class reflects statewide responsibility for planning, administering, directing and coordinating activities and operations of a statewide program which provides employment, health care and supportive services to public assistance recipients, their children and other eligible families.

Full Performance Knowledges and Abilities: (*Knowledges and abilities required for full performance in this class.*)  
In addition to the knowledges and abilities required for the class Self-Sufficiency & Support Services Assistant Administrator:

Knowledge of: Principles and practices of management and administration, including supervision, budget and legislative processes; and legal and philosophical bases for the public assistance employment and training and supportive services programs and their interrelationship with other public and private programs.

Ability to: Administer a statewide public assistance employment and training and supportive services program; establish priorities and formulate program policies; and meet, elicit the cooperation of, and establish and maintain effective working relationships with representatives of other governmental and private agencies.

**Examples of Duties:** (*Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.*)

1. Plans, organizes, administers, directs, coordinates, and evaluates a statewide public assistance employment and training and supportive services program.
2. Plans and develops policies and procedures.
3. Plans, develops and prepares the division's budget.
4. Represents the division in legislative hearings.
5. Plans and coordinates the development of programs with other divisions.
6. Controls and assures the effective implementation and conduct of the division's activities and operations through the assistance of subordinate personnel.
7. Develops program outcome measures, reviews and

evaluates programs, activities, operations, and staff performance.

8. Directs and presides over public hearings.

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9. Establishes and maintains working relationships with other State, federal and private agencies.

10. Prepares reports, press releases and other materials.

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This is the first class specification for the classes SELF-SUFFICIENCY & SUPPORT SERVICES MANAGER (SELF-SUFF/SUPP SVCS MGR), SELF-SUFFICIENCY & SUPPORT SERVICES ASSISTANT ADMINISTRATOR (SELF-SUFF/SUPP SVCS ASST ADMR), & SELF-SUFFICIENCY & SUPPORT SERVICES ADMINISTRATOR (SELF-SUFF/SUPP SVCS ADMR).

Effective Date: 11/14/94

DATE APPROVED: 11/14/94

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Development